

NSW Disability Inclusion Plan

2026–2029



Acknowledgement of Country

The NSW Government acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past, present and emerging and acknowledge the Aboriginal peoples that contributed to the development of this plan.

(For the purposes of this document, the term 'Aboriginal' is used respectfully and inclusively to refer to both Aboriginal and Torres Strait Islander peoples. The choice is intended for brevity only and should be understood as encompassing all Aboriginal and Torres Strait Islander peoples of Australia).

We advise this resource may contain images, or names of deceased persons in photographs or historical content.

Alternative formats

The Department of Communities and Justice has written and formatted this plan so assistive technology users can read it using their software. This plan is also available in [Easy Read, and several community languages, including Auslan](#).

NSW Disability Inclusion Plan 2026–2029

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Minister's message



I am excited to introduce the third NSW Disability Inclusion Plan, demonstrating the Minns Labor Government's commitment to building a more inclusive and accessible NSW for everyone.

This Plan reflects our dedication across the NSW Government to ensure people with disability can fully participate in all aspects of community life. It's shaped by the lived experiences of people with disability, whose insights help us understand the barriers they face, and who guide us toward meaningful solutions.

We will continue to actively collaborate with people with disability and strengthen these partnerships. We will also work closely with the Australian Government and other states and territories to respond to major reforms to the sector so that we can achieve improved outcomes for all people with disability.

The actions in this Plan are already driving change. I am confident that this work will make a meaningful difference to people's lives, our communities and our great state.

Together we can create a NSW where inclusion of people with disability isn't an afterthought – it's the standard that we all live up to.

A handwritten signature in blue ink, appearing to read 'Kate Washington'.

The Hon Kate Washington MP

Minister for Families and Communities, Minister for Disability Inclusion

Parliamentary Secretary message



As a person with disability, I know how powerful it is when our voices are truly heard. Being part of the conversations that shaped the NSW Disability Inclusion Plan was a privilege. Each person with disability is unique, with their personal stories and experiences, strengths and needs. That's why it is so important that people with disability are involved every step of the way in the design and delivery of programs and services.

This Plan reflects a shared commitment to breaking down barriers and building a society where everyone belongs. It's about more than access, it's about dignity, inclusion, opportunity, and respect. I believe this Plan will strengthen collaboration between government and community, driving real change.

Inclusion benefits everyone. When people with disability can fully participate in community life, we all thrive.

A handwritten signature in blue ink, appearing to read 'Liesl Tesch'.

Ms Liesl Tesch MP

Parliamentary Secretary for Families and Communities, Parliamentary Secretary for Disability Inclusion



Acronyms

Acronym	What it stands for
ABS	Australian Bureau of Statistics
ADC	Ageing and Disability Commission
ADS	Australia's Disability Strategy
DAFP	Disability Advocacy Futures Program
DCJ	Department of Communities & Justice (NSW)
DEN	Disability Employee Network
DIA	Disability Inclusion Act 2014
DIAP	Disability Inclusion Action Plan
DRC	Disability Royal Commission
DRMC	Disability Reform Ministerial Council
NDDA	National Disability Data Asset
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NSW DIP	New South Wales Disability Inclusion Plan
SDAC	Survey of Disability, Ageing and Carers (ABS)
TAP	Targeted Action Plan (part of the ADS)
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities

Language used in the NSW Disability Inclusion Plan

In this document we use person-first language for example, 'people with disability'. This is to focus on the person rather than their disability.

We acknowledge that many people prefer identity-first language, for example 'disabled people'. It is also important to acknowledge that some people may prefer to identify with a community with a shared identity.

Similarly, Aboriginal peoples and multicultural communities may have a very different understanding of disability, and in many languages there is no word for disability in the way it's broadly understood in English.

The NSW Government recognises and respects these individual and community preferences and will use them when applicable.

Glossary

Word	Definition
The Act	The Disability Inclusion Act 2014 (NSW) is the law that makes sure people with disability are included and can take part in the community. The Act guides the State Disability Inclusion Plan and NSW government departments and local council disability inclusion action plans.
ADS	Australia's Disability Strategy 2021–2031 is the national strategy to build an inclusive Australian society that ensures people with disability can fulfil their potential as equal members of the community.
DCJ	The NSW Department of Communities and Justice is the government department responsible for promoting community harmony, operating an effective justice system, increasing access to social and affordable housing, protecting children and families, addressing domestic violence, reducing reoffending, and promoting social cohesion.
DENconnect	Disability Employees Networks are a staff-run employee group dedicated to making inclusive workplaces for employees with disability. Most government departments have a DEN or similar. The different DENs across NSW Government also come together monthly for the DENconnect forum.
DIAPs	Disability Inclusion Action Plans outline the actions that NSW government departments and local councils take to reduce and remove barriers for their clients, people, and the community. The <i>Disability Inclusion Act 2014</i> requires that all public authorities (NSW government departments, local councils and entities specified in the Disability Inclusion Regulation 2023) must have a DIAP and publish it in at least one accessible format.
DRC	The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability or the Disability Royal Commission was an inquiry into violence, abuse, neglect, and exploitation of people with disability. The DRC released its final report in 2023.
LGBTIQ+	Lesbian, gay, bisexual, transgender, intersex, queer and other sexually or diverse people. This term recognises common experiences of marginalisation faced by this community.
NDAA	The National Disability Data Asset brings together data from across Australia to better understand and meet the needs of people with disability.
NDIS	The National Disability Insurance Scheme provides funding to eligible people with disability to access reasonable and necessary supports and services.
WCAG	The Web Content Accessible Guidelines sets standards that make web content more accessible to a wide range of people with disability.



1 Introduction

1.1 Acknowledgement of people with disability

The NSW Government acknowledges and appreciates the contribution of people with disability and the general community in developing this plan together.

We would also like to express appreciation for the advice of the members of the Disability Council NSW.

The commitments in this paper are drawn from multiple sources and reflect the feedback and discussions from across the disability sector, people with disability and the wider community.

1.2 Purpose

The NSW Disability Inclusion Plan (NSW DIP) 2026–2029 sets out the key actions the NSW Government has committed to or will deliver to improve the lives of people with disability.

It is a requirement of section 10 of the *Disability Inclusion Act 2014* (NSW) (the Act) and is underpinned by the principles and objectives of the Act.

The NSW DIP includes whole-of-government priorities and significant agency-led actions. It builds on the achievements of the NSW DIP 2021–2025.

Just as the Act requires the NSW Government to develop a State Disability Inclusion Plan, Public Authorities must develop Disability Inclusion Action Plans (DIAPs). Public Authorities are NSW government departments, local councils and some other government entities.

Over recent years, there have been significant disability reforms at both a national and state level. As the policy landscape continues to evolve, so too will the work of the NSW Government to reduce barriers to inclusion for people with disability and deliver accessible services.

The NSW DIP supports [Australia's Disability Strategy](#)'s vision 'for an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members of the community'.

1.3 Understanding disability

Disability can take many forms. It can be physical, mental, intellectual, neurological, and/or sensory. When combined with an inaccessible society, it can affect a person's ability to participate in the same way as everyone else. Disability can be short-term or long-term, temporary or permanent, and can be present at birth or acquired later in life.

The **social model of disability** acknowledges that a person's disability is not what is disabling. Instead, the barriers they experience are from a society made up of inaccessible physical spaces, attitudes, and communications. The NSW Government is committed to removing or reducing barriers so that people with disability can fully participate and contribute to their community.

The **human rights model of disability** emphasises that disability is natural and valid and that people with disability have the same rights as everyone else. In 2008, Australia agreed to the [United Nations Convention on the Rights of Persons with Disabilities](#) (UNCRPD). This means the NSW Government and community have a responsibility to ensure people with disability can exercise their rights, make informed decisions, and have their dignity respected.

Together, these two models shape how the NSW Government works to build a more inclusive society. This includes actively involving people with lived experience of disability in the design of policies affecting them.

The NSW Government is also committed to combating 'ableism' which means prioritising the needs of people without disability and discriminating against people with disability.

1.3.1 Intersectionality

It is important to recognise the diversity of people with disability.

Disability can intersect with other parts of a person's identity including Aboriginality, gender, age, religion, cultural and linguistic background, sexuality, and more. This can result in multiple and compounding forms of discrimination which can lead to a person being further marginalised.

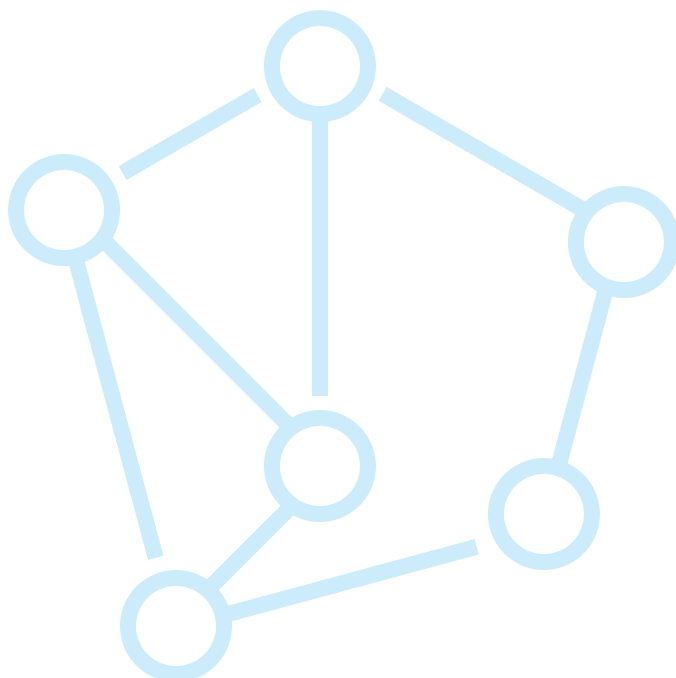
The Act recognises that many Aboriginal peoples with disability may face multiple disadvantage. It acknowledges that cultural, language and other differences may create barriers to accessing supports and services.

Women and children with disability are potentially more vulnerable to risk of abuse or exploitation. The Act also specifies that supports and services provided for LGBTIQ+ people with disability must be inclusive, culturally safe, and informed by ongoing, community-led engagement.

People with disability from multicultural communities, as well as members of the Deaf community, may also experience challenges accessing supports due to language and cultural barriers.

For people with disability living in regional, rural or remote communities, barriers often increase due to fewer services, transport options, reduced digital connectivity, and geographical distance.

Consultation and ongoing collaboration with people with disability must be embedded in the design and delivery of all policies, programs and services to truly understand the impact they have on all people with disability, so that intended outcomes can be achieved.





1.4 People with disability in NSW and Australia



Over
40%



of young people in NSW with custodial contact have disability⁶



1 in 2

people aged 65 years and over have a disability¹

1 in 5

people have a disability¹



1 in 4

students in NSW Public Schools (over 188,000 students) have disability⁴



14%

of people with disability are supported through the NDIS²



18%

of victims of crime were people with disability⁶



Over 1/3

of allegations relate to psychological abuse⁵



21.8%

of reports received by the ADC relate to adults with disability⁵



Of the
1,278

reports to the ADC about adults with disability,
217 (17%) related to people aged 18–24 years⁵



People with disability were **2x** as likely to be victims of violent and domestic violence-related crime⁶

Over

65,000

people with disability are
Companion Card holders



People with disability aged **0 to 64** by disability type:

- **Physical** – 57.8%
- **Psychosocial** – 31.3%
- **Sensory and speech** – 22.9%
- **Intellectual** – 20.9%³





1 in 4

Aboriginal peoples have disability¹

Over 1/3

of social housing
households have at least
one person with disability⁷



56%

of people with disability are employed compared to **82.3%** of people without disability¹



2 The NSW DIP 2026–2029

2.1 What guides the NSW DIP

All levels of government (Australian government, states/territories and local councils) have an important role to play in supporting people with disability and promoting inclusion. There are international agreements, laws and strategic plans that guide how this is done.



2.1.1 International convention

United Nations Convention on the Rights of Persons with Disabilities

The NSW Disability Inclusion Plan delivers on Australia's commitment to the [United Nations Convention on the Rights of Persons with Disabilities](#) (UNCRPD).

The UNCRPD is an international human rights treaty agreed to by over 190 countries or states, including Australia. It aims to promote, protect and ensure the full and equal enjoyment of all human rights and freedoms by all people with disability.

The NSW DIP is a key approach the NSW Government takes to deliver on its commitment to ensuring the human rights of people with disability are upheld and barriers to participation are removed or reduced.

2.1.2 National reforms and strategies

During the timeframe of the previous NSW DIP (2021-2025), significant national reviews and reports were delivered, following extensive consultation with people with disability and the disability community.

These reviews presented significant opportunities to improve government services, increase the inclusivity of our communities and safeguard people with disability from abuse, neglect, violence and exploitation.

The NSW Government has been working closely with the Australian Government, and other states and territories, to progress national disability reforms and has considered the feedback from these reviews in the development of the NSW DIP.

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

The Disability Royal Commission (DRC) was established in April 2019 in response to community concern about widespread reports of violence against, and the neglect, abuse and exploitation of, people with disability.

The DRC [Final Report](#) was delivered to the Australian Government in September 2023. It includes 222 recommendations to improve laws, policies, structures and practices to ensure a more inclusive and just society.

The NSW Government [responded](#) to these recommendations in July 2024. The NSW Government commits to actions to address violence, abuse, neglect and exploitation of people with disability, increase the availability of supports and improve the inclusivity of mainstream service systems.



National Disability Insurance Scheme Review

The National Disability Insurance Scheme (NDIS), delivered by the National Disability Insurance Agency (NDIA), provides funding directly to eligible people who were either born with or acquire a permanent and significant disability to pay for supports they need.

In 2023, the NDIS was reviewed. The [Review](#) made 26 recommendations to improve the scheme's design, operations and sustainability.

Australia's Disability Strategy 2021–2031

[Australia's Disability Strategy 2021–2031](#) (the Strategy) is Australia's national disability policy framework.

In 2024, the ADS was updated in response to a Royal Commission recommendation. The ADS has seven Outcome Areas which closely align with the four focus areas of the NSW DIP:

- Employment and Financial Security
- Inclusive Homes and Communities
- Safety, Rights and Justice
- Personal and Community Support
- Education and Learning
- Health and Wellbeing
- Community Attitudes.



The ADS is supported by Targeted Action Plans (TAPs), including the following three for 2025–2027:

- [Community Attitudes](#),
- [Inclusive Homes and Communities](#)
- [Safety, Rights and Justice](#).

TAPs apply an intensive focus over one to three years to achieve specific deliverables which improve outcomes for people with disability.

National Autism Strategy 2025–2031

The [National Autism Strategy 2025–2031](#) provides a national approach to services and supports for Autistic people and their families. As the number of people diagnosed with autism continues to grow, the Strategy provides a framework for improving outcomes, specifically in relation to social and economic inclusion; diagnosis, services and supports; and health and mental health via the [National Roadmap to Improve the Health and Mental Health of Autistic People](#).

The NSW Government is committed to supporting the implementation of the Strategy to reduce barriers to inclusion and ensure supports are available to Autistic people. Through the NSW DIP and DIAPs, actions will be delivered to reduce the gap in outcomes, across a range of life domains, between Autistic people and the rest of the population.



National Disability Data Asset

In addition to the national reforms and strategies outlined above, the [National Disability Data Asset](#) (NDDA) is being developed to better understand and meet the needs of people with disability. It will bring together a range of Australian government and state and territory datasets from disability, health, social security, education, employment, housing, transport and justice to better understand the experiences of people with disability and the programs and services they use.

By having more information about programs and services we are better able to support people with disability, their families, and carers.

2.1.3 NSW legislation

Disability Inclusion Act 2014

The [Disability Inclusion Act 2014](#) (the Act) commits the NSW Government 'to creating a more inclusive community in which mainstream services and community facilities are accessible to people with disability to help them achieve their full potential'.

NSW Disability Inclusion Act 2014

People with disability have the right to:

- be respected for their worth and dignity as individuals
- participate in, and contribute to, social and economic life and should be supported to develop and enhance their skills and experience
- realise their physical, social, sexual, reproductive, emotional and intellectual capacities
- make decisions that affect their lives (including decisions involving risk) to the full extent of their capacity and to be supported in making those decisions, if they want or require support
- be respected regarding their cultural or linguistic diversity, age, gender, sexual orientation and religious beliefs
- privacy and confidentiality
- live free from neglect, abuse and exploitation
- access information in a way that is appropriate for their disability and cultural background and enables them to make informed choices
- pursue complaints, like any other member of the community.

NSW Ageing and Disability Commissioner Act (2019)

The [Ageing and Disability Commissioner Act](#) established the office of the Ageing and Disability Commissioner to protect and promote the rights of adults with disability and older adults by responding to reports of abuse, neglect, and exploitation.

Established 1 July 2019, the **NSW Ageing and Disability Commission (ADC)** is an independent agency of the NSW Government.

The ADC fills a critical gap that was not previously addressed by other complaint and investigative bodies in NSW.

They work closely with other government and non-government organisations to support information sharing and referral pathways to ensure any older person or adult with disability is protected from abuse, neglect and exploitation.

The purpose of the NSW Ageing and Disability Commission is to:

- raise community awareness to reduce and prevent abuse, neglect and exploitation of older people and adults with disability
- receive and respond to reports or allegations of abuse, neglect and exploitation of an older person or adult with disability
- provide support and information to those at need
- run an investigation (if required)
- report and advise the government on related systemic issues.

Anti-Discrimination Act 1977

The [Anti-Discrimination Act 1977](#) makes unlawful both direct and indirect discrimination on the basis of disability.

Other related national and NSW strategies

There are a number of national and NSW strategies that directly and indirectly impact people with disability. These strategies also support the implementation of actions under the NSW DIP and individual DIAPs, including specific work undertaken by government agencies.

This includes the NSW Government's [Disability Advocacy Futures Program](#) (DAFP), which funds advocacy organisations to facilitate access to government-funded and delivered services through:

- individual disability advocacy that assists individuals to access services and supports
- systemic disability advocacy that addresses systemic issues affecting people with disability or particular groups of people with disability, and
- representative disability advocacy, which are membership organisations run by or on behalf of people with particular disabilities.

A detailed list of relevant strategies is provided in section 4 of this document.





2.2 Embedding lived experience into the NSW DIP

The NSW Government is committed to ensuring lived experience is central to the development, implementation, monitoring and review of policy design and delivery.

We thank all those who gave their time and engaged in the national, state and targeted consultation processes in recent years.

The voices of people with lived experience, representative and advocacy organisations have been critical to the development of this plan.

A Stakeholder Forum was held in October 2024 with over 100 attendees, followed by further stakeholder consultations in 2025 focused on proactive engagement with groups whose additional input was identified as valuable in strengthening the next NSW DIP. This included disability organisations representing First Nations and culturally and linguistically diverse communities, children and young people, Autistic people, and people with intellectual disability, as well as carers. Key stakeholders were asked to provide their insights into how the NSW DIP could be strengthened and the actions the NSW Government should prioritise to promote inclusion.

The consultations and [review](#) of the NSW Disability Inclusion Plan 2021-2025 indicated the NSW DIP should:

- be easy to understand and clearly written to highlight key whole-of-government actions and significant agency led initiatives. It should guide the delivery of public authorities' DIAPs, which outline the broad range of actions being delivered across NSW and local governments to support people with disability.
- be written in plain English, and other accessible formats, and clearly link to the ADS.
- have a governance structure established to guide implementation and promote interagency collaboration and engagement with disability peaks.
- have a Monitoring and Evaluation Framework developed, including performance indicators, to measure success and promote accountability.

The governance reforms outlined in section 2.4.1 of this document respond to these recommendations and ensure the ongoing participation of lived experience in our work.



2.3 Our focus areas

The NSW DIP has four focus areas. These have been expanded from the previous NSW DIP to better reflect the national reforms and the outcomes we want to achieve for people with disability.

1

Developing positive community attitudes and upholding the rights of people with disability



2

Creating liveable and **safer** communities



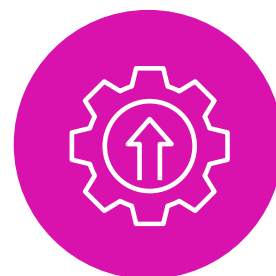
3

Supporting access to meaningful employment and **independence**



4

Improving access to mainstream services through **better systems and processes**

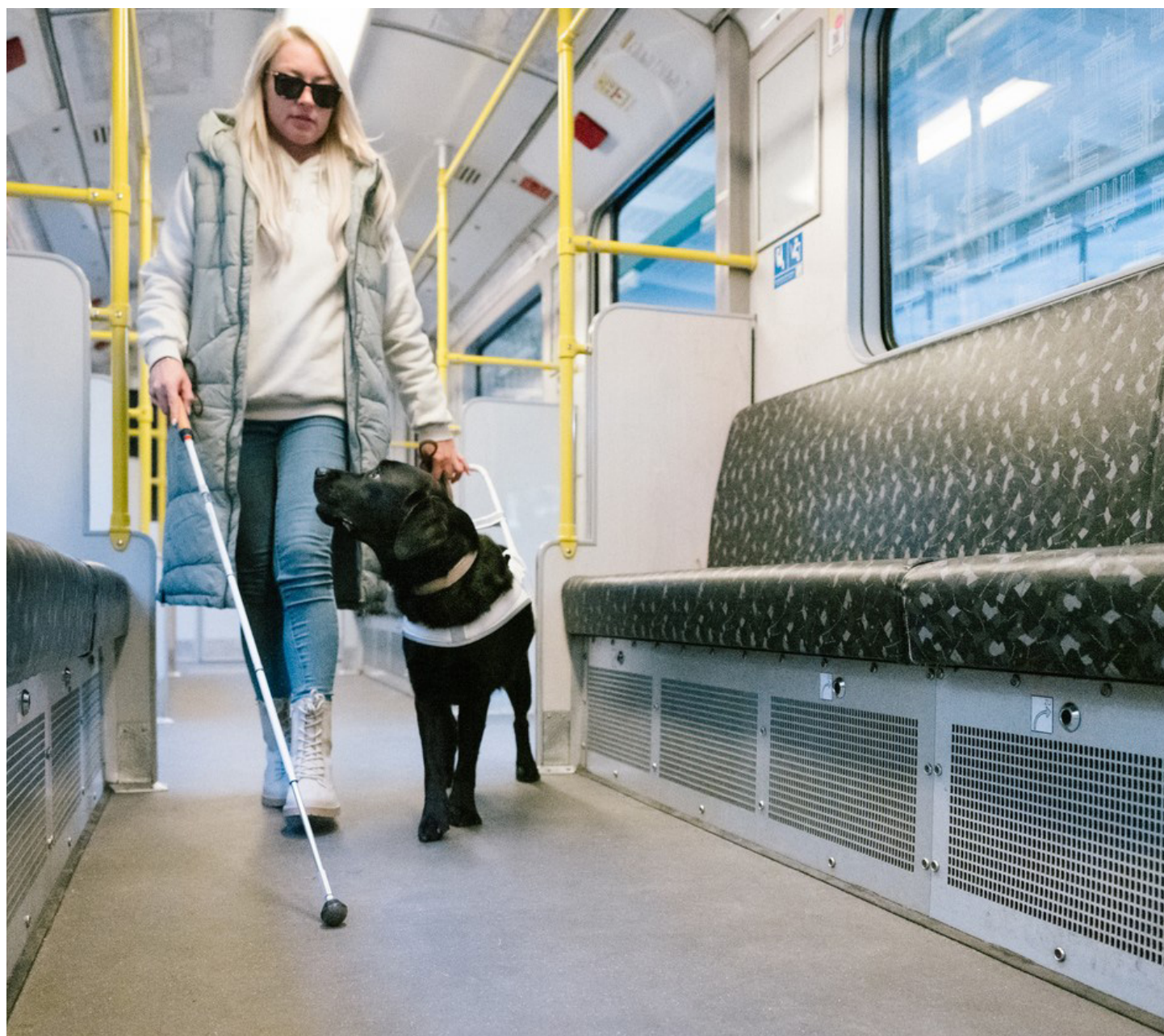


Under the four focus areas, there are **30** actions being delivered by NSW Government agencies.

The NSW DIP highlights key actions being undertaken across government, however it is not an exhaustive list of all the initiatives underway to support people with disability. The NSW DIP is supported by DIAPs in each public authority, which provide comprehensive summaries of initiatives being delivered by NSW government departments and key agencies, as well as local councils.

Each focus area aligns with one or more outcome area of the ADS, ensuring NSW's efforts contribute to national inclusion goals.

To monitor progress, a set of measures has been identified for each focus area. Some measures track specific actions, such as service delivery or infrastructure improvements, while others assess broader community sentiment over time, such as feelings of inclusion and respect. These measures will be refined through the Monitoring and Evaluation Framework and strengthened as new data sources become available.



2.3.1 Focus area 1



Developing positive community attitudes and upholding the rights of people with disability

Aim: To increase public awareness of the abilities and contributions of people with disability, to foster positive community attitudes and empower people with disability to exercise their rights.

Public attitudes and behaviours can be among the most significant barriers to full access and inclusion for people with disability. They can impact a person's ability to exercise their rights and their access to opportunities to participate in everyday life.

The NSW Government will build positive attitudes by reducing discrimination, so that the diversity and contributions of people with disability are respected and valued.

**Australia's
Disability
Strategy**
2021-2031

Supports Australia's Disability Strategy Outcome areas:

- 3. Safety, Rights and Justice
- 7. Community Attitudes

Measures

- Number of individuals assisted through the Disability Advocacy Futures Program (DAFP) to access NSW Government mainstream services and supports.
- Proportion of people with disability supported by DAFP individual advocacy who had their issue(s) resolved.

Actions

#	Action	Lead	Partner	Timeframe
1.1	Coordinate NSW Government reporting on the implementation of Disability Royal Commission recommendations, to support transparent monitoring of our progress to achieve a more just, safe and inclusive NSW for people with disability.	Department of Communities and Justice		Ongoing
1.2	Support the implementation of the National Autism Strategy 2025-2031 to improve outcomes for Autistic people, specifically in relation to social inclusion; economic inclusion; diagnosis, services, and supports; and health and mental health.	Department of Communities and Justice	Department of Education, Ministry of Health, The Cabinet Office	2031
1.3	Collaborate with the Australian Government to implement the Community Attitudes Targeted Action Plan 2025-2027 to improve outcomes for people with disability relating to their inclusion and participation in Australian society.	Department of Communities and Justice		2025-2027



2.3.2 Focus area 2



Creating liveable and safer communities

Aim: Enhance the participation of people with disability in all areas of community life by addressing barriers in housing, education, transport, health, social and cultural engagement and overall wellbeing.

A truly liveable community needs to be accessible, safe and inclusive for everyone, including people with disability. NSW government agencies and local councils will work to remove or reduce barriers in infrastructure, housing, education, transport, health and local facilities so that people with disability can access key services and supports and fully engage safely in their communities.

This will help ensure that people with disability can access essential services and supports and participate fully and safely in their community.

**Australia's
Disability
Strategy**
2021–2031

Supports Australia's Disability Strategy Outcome areas:

2. Inclusive Homes and Communities
3. Safety, Rights and Justice

Measures

- Percentage of people with disability participating in community life.
- Proportion of people with disability reporting they had no difficulty accessing buildings or facilities in the last 12 months.
- Increase in the supply of social housing that meets Silver Accessible Standards or above.
- Number of venues and events participating in the NSW Companion Card scheme.

Actions

#	Action	Lead	Partner	Timeframe
2.1	Work with the Australian Government, local councils and relevant state agencies to deliver the Accessible Australia initiative which provides funding for accessible infrastructure projects including adult Changing Places facilities, and inclusive beaches, national parks and play areas so that people with physical disability can fully participate in the community.	Department of Communities and Justice		2025–2028
2.2	Improve the long-term viability and sustainability of accessible point-to-point transport services to enhance the accessibility of transport options for people with disability.	Transport for NSW		Ongoing
2.3	Continue to deliver the Safe Accessible Transport program to improve compliance, amenity, access and safety for all passengers, especially people with disability.	Transport for NSW		Ongoing
2.4	Increase the number of venues and events participating in the NSW Companion Card scheme to increase access to community activities for people with significant and permanent disability.	Department of Communities and Justice		2029
2.5	Collaborate with the Australian Government to implement the ADS Safety, Rights, and Justice Targeted Action Plan 2025–2027 to prevent people with disability from experiencing harm, through well-designed and integrated service systems and improved supports.	Department of Communities and Justice		2025–2027
2.6	Lead research into neglect of adults with disability and older people in their family, home, and community in NSW to better understand the factors contributing to neglect and identify ways to improve early detection and person-centred action. Key activities will include the development of targeted communications, engagement, and education strategies aimed at preventing and responding to neglect.	Ageing and Disability Commission		2027

#	Action	Lead	Partner	Timeframe
2.7	Undertake qualitative research into the experiences of victim-survivors of domestic and family violence (DFV) through the NSW criminal justice system. The research will explore victim-survivors' experience of reporting DFV, the progression through the court system and the adequacy of the DFV support system, particularly for priority groups such as people with a disability.	Office of the Women's Safety Commissioner	Ageing and Disability Commission, NSW Bureau of Crime Statistics and Research	2026
2.8	Promote and disseminate training and resources to frontline workers and advocates to strengthen their capability to prevent, identify, and respond to domestic, family, and sexual violence (DFSV) of older women and women with disability. The resources will include online training modules and best practice tools designed to build skills, raise awareness, and support effective, inclusive responses across support networks.	Ageing and Disability Commission	Office of the Women's Safety Commissioner	2026
2.9	Create materials to boost the community's understanding and capability to prevent and respond to coercive control of adults with disability and older people in their family, home, and community. These resources will be aimed at helping frontline workers to identify signs of coercive control at an early point and implement strategies for best supporting the adult with disability or older person.	Ageing and Disability Commission		2026
2.10	Increase social housing allocations to people with disability so the percentage of people with disability housed each year is closer to the percentage of people with disability on the priority approved waitlist. Greater access to social housing for people with disability will be achieved through allocations, investment in modifications and increasing the supply of social housing that meets the Silver Level Liveable Housing Design Standard or above.	Homes NSW		2025–2026
2.11	Collaborate with the Australian Government to implement the ADS Inclusive Homes and Communities Targeted Action Plan 2025–2027 to improve outcomes for people with disability relating to housing accessibility and increasing inclusive communities.	Department of Communities and Justice	Homes NSW	2025–2027

#	Action	Lead	Partner	Timeframe
2.12	Increase the supply of social housing that meets Silver Accessible Standards or above, and improve access to social housing for people with disability, through allocations and investment in modifications.	Homes NSW		2026
2.13	<p>Adopt the Australian Building Codes Board (ABCB) Livable Housing Design Standard for low-rise designs in the NSW Housing Pattern Book.</p> <p>Adopt a minimum of 10% of mid-rise apartments in the NSW Housing Pattern Book to be designed to meet the Australian Standard for Adaptable Housing, with the remaining to meet the ABCB Livable Housing Design Standard.</p>	Department of Planning, Housing and Infrastructure		Ongoing



2.3.3 Focus area 3



Supporting access to meaningful employment and independence

Aim: To boost the meaningful employment of people with disability, allowing them to plan their future, make choices and enhance their economic security.

Employment rates for people with disability are significantly lower than those without disability across all sectors.

Meaningful employment is vital to support people with disability to attain economic security, social interaction and mental health, and increase opportunities to support individual choice and control.

There are financial benefits for both individuals and for the economy by enabling people to have productive and fulfilling employment.

As the largest single employer in Australia, the NSW Government is committed to promoting inclusive employment. The NSW Government has a target of 5.6 per cent of its total public sector workforce identifying as having disability. The Government is committed to including people with intellectual disability in this target.

The *Government Sector Employment Act 2013* (GSE Act) requires the integration of workforce diversity, including the employment of people with disability, into workforce planning.

Under the *Disability Discrimination Act 1992* (Cth), all employers can and should modify recruitment practices to provide reasonable adjustments to allow applicants to meet inherent requirements.

Reasonable adjustments should continue to be provided throughout a person's career.

**Australia's
Disability
Strategy**
2021-2031

**Supports Australia's Disability
Strategy Outcome areas:**

1. Employment and Financial Security

[DENconnect](#) is a monthly forum where Disability Employee Networks from across NSW public sector come together. It aims to provide a safe, open space to share updates on disability focused activities, networks and initiatives being developed at an agency level. By connecting employees with disability to each other and working with allies, a collective shift can be made towards a greater culture of inclusion across the public sector.

Measures

- Percentage of people with disability in the NSW Public Sector.

Actions

#	Action	Lead	Partner	Timeframe
3.1	<p>Pilot a digital Workplace Adjustment Passport within ServiceNow at DCS, to create an inclusive and accessible workplace where every employee has the tools, supports, and adjustments in place to empower them to achieve their best.</p> <p>The Passport will be co-designed with employees, leaders, fulfilment teams and platform teams across NSW Government.</p>	Department of Customer Service		2026–2029
3.2	Monitor implementation by government sector agencies to ensure compliance with the Public Service Commissioner’s statutory direction on principles-based workplace adjustment policies.	Office of the Public Service Commissioner (Premier’s Department)		2026
3.3	Promote the inclusion of people with disability on NSW Government boards and committees to reflect the diversity of the NSW community through the publication of updated NSW Government Boards and Committees Guidelines.	The Cabinet Office		2027
3.4	<p>Incentivise the employment of people with disability through the Procurement Framework, including by:</p> <ul style="list-style-type: none"> supporting disability enterprises to participate in tendering processes by providing them with more training, support and skill development improving reporting and accountability requirements for procuring agencies enhancing training to government procurement officials on relevant requirements. 	Treasury		October 2025 – June 2027
3.5	Develop a disability employment framework to leverage and unify NSW Government commitments, Disability Review Recommendations, and Disability Royal Commission recommendations on public sector employment.	Office of the Public Service Commissioner (Premier’s Department)		2026

2.3.4 Focus area 4



Improving access to mainstream services through better systems and process

Aim: To ensure that people with disability are able to make informed choices and access services, including mainstream government services and other community opportunities.

A common issue for people with disability is the difficulty in navigating systems and processes to access the services and supports they need. It is important that steps are taken to ensure people with disability have equal access to information and services.

Public authorities should always consider universal design when developing or funding products and services.

**Australia's
Disability
Strategy**
2021-2031

Supports Australia's Disability Strategy Outcome areas:

- 4. Personal and Community Support
- 5. Education and Learning
- 6. Health and Wellbeing

Measures

- Number of NSW Government resources available in Easy Read.
- Number of participants at the Emerging Technologies Forum.

Universal design means creating an environment that is accessible to everyone, regardless of age, disability or other factors.

Examples of universal design:

- buildings which are built with step free entry, ramps, lifts, ‘speaking’ lifts, accessible toilets with automated sliding doors, visual and audio emergency alerts, quiet rooms, adjustable lighting, hearing loops etc
- digital publications and websites which conform to [Web Content Accessibility Guidelines](#)
- digital services which meet the Digital Inclusion Standard
- documents written in line with the [NSW Design Standard](#)
- printers which have large screens and ‘speak’
- ensuring that all consultations within your organisation include people with disability
- ensuring that boards and advisory bodies have representation from people with disability
- human resources systems, training modules and survey tools which work well with screen readers
- online meetings which have automated captioning
- providing contact details which include both text-based (e.g. email) and verbal (e.g. phone) methods for all employment opportunities and customer feedback.

Actions

#	Action	Lead	Partner	Timeframe
4.1	Prepare NSW for the potential introduction of Foundational Supports through collaborative efforts across multiple government agencies.	Department of Communities and Justice	Ministry of Health, Department of Education, Aboriginal Affairs NSW	From 2024
4.2	<p>Increase the number of NSW Government resources available in Easy Read to ensure people with intellectual disability have access to information.</p> <p>Implementation will be supported by the newly established Easy Read Interagency Working Group.</p>	Department of Communities and Justice		2026-2029
4.3	Host an Emerging Technologies Forum to explore the essential requirements, community benefits and potential opportunities for people with disability to easily and safely access current and emerging government, business and community digital services on an equal basis, in line with the NSW Digital Inclusion Strategy.	Department of Communities and Justice		2026

#	Action	Lead	Partner	Timeframe
4.4	Collaborate with the Australian Government, Australian Bureau of Statistics and the Australian Institute of Health and Welfare to implement the National Disability Data Asset (NDDA) for data capture to better understand and meet the needs of people with disability.	Department of Customer Service	All NSW Government agencies	From June 2026
4.5	Develop a Disability Health Strategy to provide a framework for the provision of quality and safe health care for people with disability in NSW.	Ministry of Health		2026
4.6	Work with the Australian Government to ensure the vision and purpose of Australia's Disability Strategy is reflected in national agreements, strategies and plans, and consistent with their ongoing commitments on whole of government actions.	Department of Communities and Justice		2031
4.7	Develop a streamlined and integrated disability reporting framework for prescribed public authorities to report progress of disability inclusion action plans to promote transparency and accountability, and improve reporting on the progress of ongoing disability reforms.	Department of Communities and Justice		2026
4.8	Deliver initiatives that increase opportunities for students with disability to learn in their local schools.	Department of Education		2028
4.9	Deliver the NSW Disability Advocacy Futures Program to help advocacy providers support people with disability to access mainstream and community services.	Department of Communities and Justice		Ongoing

NSW Digital Inclusion Strategy aims to address the digital divide in NSW.

It is a key deliverable under Mission 1 of the **NSW State Digital Strategy**, to make digital services accessible, inclusive and connected for everyone in NSW.

Pillar 4: Accessibility requires NSW Government digital products and services to be usable for everyone, regardless of ability or circumstance.

2.4 Monitoring and reporting

2.4.1 Governance

A DIP Implementation Committee (DIPIC) will be established to monitor the implementation of the NSW DIP and promote information sharing between agencies and key stakeholders.

The DIPIC will include representatives from NSW Government agencies leading NSW DIP actions, the Disability Council NSW, DENconnect and representative disability peak bodies. It will meet 2–3 times per year.

The DIPIC will sit within a broader governance structure comprising the Disability Directors Forum, Disability Board and Secretaries Board.

The NSW Government will also continue to work closely with the Australian Government and other states and territories, as part of national governance structures, to drive the disability policy reform agenda.

The [Disability Council NSW](#) is the official advisory body to the NSW Government on disability inclusion and issues impacting people with disability. Established under the *Disability Inclusion Act 2014*, members are selected to be on Council because:

- they live with disability, and/or
- they are an expert on disability, and/or
- they want to improve the lives of people with disability.

2.4.2 Monitoring and evaluation

The *Disability Inclusion Act* requires the Minister for Disability Inclusion to review the NSW DIP before the end of each four-year period. A report on the outcome of the review is tabled in each House of Parliament.

To assess the implementation and impact of the NSW DIP, a Monitoring and Evaluation Framework will be developed to ensure transparency, accountability, and continuous improvement in disability inclusion across NSW Government.

We will explore how to best utilise the National Disability Data Asset, as well as other data sources such as the People Matter Employee Survey, to monitor the progress of the NSW DIP.

The Framework will be guided by a program logic model. The DIPIC will also assist in understanding shifts in the policy landscape at an agency level.

In addition, the NSW Government contributes to external monitoring through:

- Australian Government reports to the United Nations on the implementation of the UN Convention on the Rights of Persons with Disabilities
- twice yearly reports on the progress of recommendations from the Disability Royal Commission
- annual reports on actions under Australia's Disability Strategy and Targeted Action Plans.

3 NSW DIP and Disability Inclusion Action Plans

The NSW DIP is primarily implemented through DIAPs that are required to be developed by each Public Authority. The NSW DIP sets the priority areas for government action which are reflected in the DIAPs of NSW government departments and key agencies, as well as local councils.

This ensures a unified purpose and clear goals across all levels of government. DIAPs build on the NSW DIP, by turning shared government priorities into actions for agencies and service delivery.

The [NSW Disability Inclusion Action Planning Guidelines](#) provide detailed guidance on development of DIAPs.

DIAPs outline the practical steps NSW Government agencies and local councils will take to remove barriers and improve access to services, information, employment and promote the rights of people with disability.

It is important that people with disability, and peak organisations representing people with disability, are involved in all stages of the development, implementation and monitoring of DIAPs.

The NDIS Review and the DRC have provided the opportunity for people with disability to share their stories and express their views on disability policy reforms and initiatives aimed at enhancing inclusion. Building on this work, and to further embed ongoing consultation, the [NSW Government Disability Engagement Mechanisms document](#) outlines key groups and advisory bodies that can be engaged to inform design and delivery of inclusion policies, programs and services.

“...that people with a disability can be involved is a good first step, but please remember it’s all about having people with disability involved at **every step** of the process. It’s not just showing us documents at the at the end and asking us what we think. We have a lot to offer, and we can save you lots of work.”

4 Useful information

4.1 National and NSW strategies

The following overview outlines key national and state strategies that directly or indirectly support people with disability, promoting inclusion, accessibility, and equity across various sectors.

4.1.1 National

- The Arts and Disability Associated Plan – www.arts.gov.au/what-we-do/arts-and-disability/equity-arts-and-disability-associated-plan
- Closing the Gap – www.closingthegap.gov.au/
- Disability Royal Commission – disability.royalcommission.gov.au/publications/final-report
- Employ My Ability – www.dss.gov.au/system/files/resources/final-employ-my-ability.pdf
- National Autism Strategy 2025–2031 – www.health.gov.au/our-work/national-autism-strategy
- National Disability Data Asset – www.ndda.gov.au/
- National Disability Research Partnership – www.ndrp.org.au/
- National Plan to End Violence Against Women and Children 2022–2032 – www.dss.gov.au/system/files/resources/national-plan-end-violence-against-women-and-children-2022-2032.pdf
- National roadmap for improving the health of Australians with intellectual disability – www.health.gov.au/our-work/national-roadmap-for-improving-the-health-of-people-with-intellectual-disability

4.1.2 NSW

- NSW Carers Strategy 2020–2030 – dcj.nsw.gov.au/community-inclusion/carers/nsw-carers-strategy.html
- NSW Digital Inclusion Strategy – www.nsw.gov.au/sites/default/files/noindex/2025-02/NSWTA%20-%20Digital%20Inclusion%20Strategy%202025.pdf
- NSW Digital Strategy – www.digital.nsw.gov.au/strategy
- NSW Domestic and Family Violence Plan 2022–2027 – dcj.nsw.gov.au/documents/service-providers/domestic-and-family-violence-services/NSW-Domestic-and-Family-Violence-Plan-2022-2027.pdf
- NSW Health Strategy for Preventing and Responding to Domestic and Family Violence 2021–2026 – www.health.nsw.gov.au/parvan/domestic-violence/Pages/strategy.aspx
- NSW Homelessness Strategy 2025–2035 – www.nsw.gov.au/departments-and-agencies/homes-nsw/nsw-government-response-to-homelessness/nsw-homelessness-strategy-2025-2035
- NSW LGBTIQ+ Health Strategy 2022–2027 – www.health.nsw.gov.au/lgbtiq-health/Pages/lgbtiq-health-strategy.aspx
- NSW Seniors Strategy 2021–2031 – dcj.nsw.gov.au/community-inclusion/seniors/ageing-well-in-nsw-seniors-strategy-2021-2031.html
- NSW Women’s Strategy 2023–2026 – www.nsw.gov.au/departments-and-agencies/women-nsw/nsw-womens-strategy
- NSW Sexual Violence Plan 2022–2027 – dcj.nsw.gov.au/documents/service-providers/domestic-and-family-violence-services/NSW-Sexual-Violence-Plan-2022%E2%80%932027.pdf

4.2 Resources

The resources below provide useful guidance in the design and delivery of DIAPs and help ensure that products and services meet the diverse needs of people with disability.

Digital inclusion

- NSW Digital Strategy – www.digital.nsw.gov.au/strategy
- 1C: Make sure digital services meet accessibility requirements – www.digital.nsw.gov.au/strategy/mission-1#1c
- NSW Digital Inclusion Strategy – www.nsw.gov.au/sites/default/files/noindex/2025-02/NSWTA%20-%20Digital%20Inclusion%20Strategy%202025.pdf
- NSW Design Standard – www.digital.nsw.gov.au/delivery/digital-service-toolkit/design-standards
- Web Content Accessibility Guidelines – www.w3.org/TR/WCAG21/

Disability Inclusion Action Planning

- NSW Disability Inclusion Action Planning Guidelines – dcj.nsw.gov.au/documents/community-inclusion/disability-inclusion/nsw-diap-guidelines.pdf
- NSW Disability Inclusion Action Plan Reporting Guidelines – dcj.nsw.gov.au/documents/community-inclusion/advisory-councils/disability-council-nsw/disability-inclusion-action-plans/NSW-DIAP-Reporting-Guidelines.pdf

Discrimination and rights

- Complaints under the Disability Discrimination Act (Cth) – humanrights.gov.au/
- Complaints under the Anti Discrimination Act (NSW) – humanrights.gov.au/
- Disability rights – humanrights.gov.au/our-work/disability-rights
- Guardianship, Wills and Estate Planning (Easy Read) – www.nsw.gov.au/easy-read/community-services
- Legal and Justice (Easy Read) – www.nsw.gov.au/easy-read/legal-justice
- Making a complaint to the Ombudsman NSW – www.ombo.nsw.gov.au/complaints/how-to-make-a-complaint

Easy Read resources

NSW Easy Read Hub – www.nsw.gov.au/easy-read

Education

- Our Plan for NSW Public Education – education.nsw.gov.au/about-us/strategies-and-reports/plan-for-nsw-public-education
- Inclusive Education for students with disability – education.nsw.gov.au/schooling/school-community/inclusive-education-for-students-with-disability/commitment_to_Inclusive_Education
- Education (Easy Read) – www.nsw.gov.au/easy-read/education
- Resources for students with disability – www.nsw.gov.au/community-services/support-for-people-disability#toc-education

Emergency Management

- Emergency Management Capability Hub – <https://emtraining.nsw.gov.au/resources/person-centred/tools-and-resources/>
- Emergency (Easy Read) – www.nsw.gov.au/easy-read/emergency
- State Emergency Services accessibility resources – www.ses.nsw.gov.au/plan-and-prepare/accessibility-resources

Employment

- Disability and inclusive workplaces – www.psc.nsw.gov.au/culture-and-inclusion/disability-employment/understanding-disability
- Employment (Easy Read) – www.nsw.gov.au/easy-read/employment
- Inclusive recruitment of people with disability – www.psc.nsw.gov.au/culture-and-inclusion/disability-employment/inclusive-recruitment-of-people-with-disability
- Onboarding and induction – www.psc.nsw.gov.au/culture-and-inclusion/disability-employment/onboarding-and-induction
- Supporting staff with disability – www.psc.nsw.gov.au/culture-and-inclusion/disability-employment/supporting-staff-with-disability
- Workplace adjustments model policy and implementation resources – www.psc.nsw.gov.au/culture-and-inclusion/disability-employment/inclusive-workplaces/workplace-adjustments

Health

- Disability services and initiatives – www.health.nsw.gov.au/disability/Pages/services-initiatives.aspx
- Health and wellbeing (Easy Read) – www.nsw.gov.au/easy-read/health

Housing

- Housing assistance – www.nsw.gov.au/community-services/support-for-people-disability#toc-housing
- Housing (Easy Read) – www.nsw.gov.au/easy-read/housing

Recreation and Tourism

- Accessible parks, picnic spots and venues – www.nationalparks.nsw.gov.au/access-friendly
- Accessible and inclusive webinar series – www.destinationnsw.com.au/destination-nsw-business-support/accessible-and-inclusive-webinar-series
- Companion card – www.nsw.gov.au/community-services/companion-card
- Companion card (Easy Read) – www.nsw.gov.au/easy-read/government-services/about-companion-card#toc-what-is-the-companion-card

Service NSW

- Find a Service NSW location – www.service.nsw.gov.au/service-centre. Each location includes detailed and location specific information on accessibility facilities
- Visiting a service centre – www.service.nsw.gov.au/about-us/our-services/visual-story-visiting-a-service-centre
Visual story / Easy Read
- Disability assistance – www.service.nsw.gov.au/services/disability-assistance
- Quiet hour – www.service.nsw.gov.au/about-us/our-services/quiet-hour
- Hidden Disabilities Sunflower program –
www.service.nsw.gov.au/about-us/our-services/be-seen-with-a-sunflower
- Book an appointment with Auslan interpretation –
www.service.nsw.gov.au/transaction/book-auslan-video-remote-interpreting-at-a-service-centre
- Book an appointment with real-time captioning –
www.service.nsw.gov.au/transaction/book-live-captioning-services-at-a-service-centre
- Applying for a photo card – www.service.nsw.gov.au/visual-story/applying-for-a-photo-card
–Visual story / Easy Read

Transport

- Transport resources – www.nsw.gov.au/community-services/support-for-people-disability#toc-transport
- Transport concessions – transportnsw.info/tickets-fares/eligibility-concessions/people-with-disabilities
- Taxi Transport Subsidy Scheme – transportnsw.info/taxi-transport-subsidy-scheme
- Transport (Easy Read) – www.nsw.gov.au/easy-read/transport

4.3 Support services and key disability contacts

- Beyond Blue Support Service – 1300 224 636 or www.beyondblue.org.au
- Lifeline Crisis Support – 13 11 14 or www.lifeline.org.au
- 1800 Respect – 1800 737 732 or www.1800respect.org.au
- 13YARN – 13 92 76 or www.13yarn.org.au
- NSW Ageing and Disability Commission – 1800 628 221 or www.ageingdisabilitycommission.nsw.gov.au
- NDIS Quality and Safeguards Commission – 1800 035 444 or www.ndiscommission.gov.au/complaints
- National Disability Insurance Agency – 1800 800 110 or www.ndis.gov.au
- NSW Disability Advocacy Providers –
dcj.nsw.gov.au/community-inclusion/disability-and-inclusion/disability-advocacy-futures-program.html
- Disability Council NSW – dcj.nsw.gov.au/community-inclusion/advisory-councils/disability-council-nsw.html
- Disability Gateway – 1800 643 787 or www.disabilitygateway.gov.au

Source

- 1 Australian Bureau of Statistics, *Survey of Ageing Disability and Carers 2022*, www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release
- 2 NDIS, 2025, www.ndis.gov.au/understanding/ndis-each-state/new-south-wales#new-south-wales-statistics-as-at-30-june-2025
- 3 *Disability Royal Commission Final Report 2023* (Australian Bureau of Statistics 2018), disability.royalcommission.gov.au/publications/final-report
- 4 Department of Education, *Department of Education 2023 Interim Annual Report*, education.nsw.gov.au/about-us/strategies-and-reports/annual-reports
- 5 Ageing and Disability Commission, *Ageing and Disability Commission data 2024–2025*, ageingdisabilitycommission.nsw.gov.au/
- 6 BOCSAR, *People with disability and offending in NSW: Results from the National Disability Data Asset pilot 2023*, bocsar.nsw.gov.au/research-evaluations/2023/bb164-report-people-with-disability-and-offending-in-nsw.html
- 7 Australian Institute of Health and Welfare (AIHW). *People with disability in Australia 2024*, www.aihw.gov.au/reports/disability/people-with-disability-in-australia/

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